

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☐ UNCLASSIFIED

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0169796	10. Budget Program Number 23211		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Assistant			Position Number
3. Division Wichita Region			12. Proposed Class Title			
4. Section Operations	For Use By Personnel Office	13. Allocation				
5. Unit Administration		14. Effective Date				
6. Location (address where employee works) City Pratt County Pratt		15. By	Approved			
7. (circle appropriate time) Full time x Perm. x Inter. Part time Temp. %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8 (AM)/PM To: 5 AM/(PM)	17. Audit Date: By: Date: By:					

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Harold L Pitts	Public Service Administrator II	K0067412

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Harold L Pitts	Public Service Administrator II	K0067412

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Under supervision of the Public Service Administrator II, this position will have some latitude in the prioritization of duties with a commitment to timeframes for the various duties assigned. Basic instructions are given to the employee on tasks by the supervisor in accordance with program/policy manuals and other personnel.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	Work is reviewed by direct supervisor on a daily, weekly, and as-needed basis to ensure agency goals and objectives are met, as well as to provide input for employee's performance evaluation. Observations by other staff are shared with their respective supervisor, which will also be used to provide input for the employee evaluation.
I. 45%	E	<p>EES Administrative and Program Support: Enters various data accurately into and retrieves information from the mainframe systems. Screens applications, verifications, as well as any other documents submitted or requested and routes them to the appropriate tracking system (BPR & KEES). Utilizes computer system inquiries and basic program information in order to make accurate decisions regarding case number assignments and Team assignment. Sends, monitors, and retrieves faxes for staff. Responds to inquiries from internal and external customers in a timely fashion. Must have knowledge of proper phone and office etiquette with the ability to communicate in a concise, friendly manner, exercising tact, patience and discretion with other staff and clients. All transactions, whether by phone or in person, are handled in a courteous, prompt, and confidential manner. Provides backup clerical support for the Wichita Region, which includes filing. Sorts mail from U.S. post office and office mail drop. Opens and date stamps mail and correspondence, sorting by unit. Mail is imaged into Image Now Application. This ensures a smooth office workflow while meeting agency staff and customer needs in a timely manner.</p>
II. 25%	E	<p>PPS Administrative and Program Support Responsible for maintaining PPS social service files and the contractor files. This involves filing, merging and purging the files. Other tasks will be completed as directed by the PPS supervisor.</p>
III. 20%	E	<p>APS Administrative and Program Support Responsible for maintaining APS social service files. This involves filing, merging and purging the files. Other tasks will be completed as directed by the APS supervisor.</p>
IV. 10%	E	<p>Teamwork and Communication: Serves as a supportive member of the Support Staff team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work group. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on work groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and supports others in overcoming their resistance to such change.</p>

*The description of how to work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability

Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments: perform other tasks as assigned by the supervisor. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. Adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

This position will participate on Integrated Service Teams (IST) which may include team meetings, working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ☐ () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ☐ () Plans, staffs, evaluates, and directs work of employees of a work unit.
- ☐ () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

Inadequate or poor performance as the receptionist could result in disruption of service to clients. It is possible that failure to route messages timely could result in injury to an individual in need of care. Failure to maintain proper controls could result in errors due to lack of timeliness, clients failing to receive assistance when needed, or workers over-scheduled with appointments.

- ☒ (x) Minimal property damage, minor injury, minor disruption of the flow of work.
- ☐ () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ☐ () Major program failure, major property loss, or serious injury or incapacitation.
- ☐ () Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contact is made on a daily basis by telephone or in person with internal and external customers. Employee may explain agency programs, application process, and agency/customer responsibilities to customers and other interested persons.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eyestrain. Stressful situations may occur due to constant interruptions while being expedient and timely in dealing with customers in person and over the phone. Some physical exertion may be involved in transporting mail, moving supplies, and other requirements.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of telephone, multi-line phone system, wireless headset, computer, copier/printer/fax machine, postage meter, calculator, file cabinets, and state or private vehicle.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Six months experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency. Minimum requirement of High School Diploma or GED.

Education or Training - special or professional

Applicant will have good oral and written communication skills, good organizational skills, and be able to maintain confidentiality. Computer and software skills, multi-line phone system, and general office experience preferred.

Licenses, certificates and registrations

Valid Kansas driver's license

Special knowledge, skills and abilities

The ability to access, read, and use mainframe and personal computer systems. The ability to interact with customers and staff members through oral and written communications. There is repetitive hand movement in utilizing the telephone and computer. Considerable telephone use.

Experience - length in years and kind

Six months experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job,

a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date